

STATEWIDE INFORMATION SYSTEMS POLICY

Statewide Policy: Voice Menu Service

Product ID: ENT-TEL-010

Effective Date: September 20, 2000

Approved: LOIS MENZIES, Director

Replaces & Supersedes: This policy supercedes any prior enterprise policies for establishing and implementing information technology (IT) policies and standards.

I. Authorizations, Roles, & Responsibilities

Pursuant to the Montana Information Technology Act ("MITA") (Title 2, Chapter 17, Part 5 of the Montana Code Annotated ("MCA"), it is the policy of the state that information technology be used to improve the quality of life of Montana citizens, and that such improvement is to be realized by protecting individual privacy and the privacy of the information contained within the state's information technology systems. [§2-17-505\(1\), MCA](#). It is also the policy of the state that the development of information technology resources be conducted in an organized, deliberative, and cost-effective manner, which necessitates the development of statewide information technology policies, standards, procedures, and guidelines applicable to all state agencies and others using the state network. It is also anticipated that State information technology systems will be developed in cooperation with the federal government and local governments with the objective of providing seamless access to information and services to the greatest degree possible. [§2-17-505\(2\), MCA](#).

Department of Administration: Under MITA, the Department of Administration ("DOA") is responsible for carrying out the planning and program responsibilities for information technology for state government (except the national guard), including for establishing and enforcing a state strategic information technology plan and establishing and enforcing statewide information technology policies and standards. DOA is responsible for implementing MITA and all other laws for the use of information technology in state government. The director of DOA has appointed the chief information officer to assist in carrying out the department's information technology duties. [§2-17-512, MCA](#).

Department Heads: Each department head is responsible for ensuring an adequate level of security for all data within their department. [§2-15-114, MCA](#).

II. Policy - Requirements

A. Purpose

The purpose of this policy is to ensure that, with consistent use of Voice Menu services by state agencies, customer service and public relations will be enhanced and improved. Each agency will determine appropriate placement of menus within their agency. Agency management shall determine when Voice Menu services are utilized as an alternative to personal assistance. Voice Menu services should not be used as a substitute for adequate staff coverage, and are not to be used as an answering service at the Department level and typically not at the Division level. This service is intended as a tool that frees staff from handling general inquiries and routing of calls, so that they may concentrate on matters requiring personal assistance.

B. Definitions

Agency - Means a department, division, bureau, section, unit or work group.

System Administrator - usually an Information Services Division/University System representative responsible for receiving and processing requests, installing, and training in the use of Voice Menus.

Voice Menu Service - a service within an electronic system that routes incoming calls by providing the caller a choice of live contacts, voice mailboxes, and/or informational announcements by pressing the appropriate key on the telephone key pad

C. Voice Menu Service Acceptable Use

The Voice Menu service is to be used for:

- the conduct of state business and delivery of government services; and
- communicating and exchanging professional information

All State policies on the use of the telecommunications network apply to the use of Voice Menu services.

D. Requirements

Appropriate agency management must approve all requests for installation, modification or removal of Voice Menus submitted to the System Administrator. Before installing a voice menu, the System Administrator will meet with an agency representative to help develop the script of the menus. The agency must submit an approved Voice Menu script to the System Administrator in writing prior to production. Voice Menus will be subject to policy compliance review by the System Administrator, who will monitor usage of the Voice Menu services and take appropriate actions to manage the system according to the policies and procedures. This review will assure that no misuse of the system occurs and that adequate system capacity is available. Appropriate agency management will

conduct annual reviews of their current Voice Menu service to ensure proper utilization.

In the event of an emergency situation, an alternative announcement shall be temporarily recorded in the Voice Menu system with coordination of the agency and the System Administrator.

When designing Voice Menu choices, "press "0" for live assistance", and "repeat menu choices" are required options.

The System Administrator will assist in arranging menus and sub-menus so that frequently accessed choices are arranged earlier in the menu. This will save memory in the overall system and will get callers through the choices more efficiently.

Voice Menus require a "revert number" which will be automatically dialed when a caller presses "0" or does not make a menu selection. This number must provide live assistance during normal business hours and should not be associated with a voice mailbox. Exceptions to this requirement may be approved on a limited case-by-case basis by the System Administrator in conjunction with agency management.

E. Background - History On The Creation Of Or Changes To This Policy

The 56th Legislature passed House Joint Resolution No. 31 in 1999. This joint resolution of the Senate and the House of Representatives of the State of Montana directed the Department of Administration to develop a policy and provide training on the appropriate use by state agencies of pre-recorded Voice Menu answering systems. This policy was given to the Information Technology Advisory Council for comment prior to adoption.

F. Guidelines - Recommendations, Not Requirements

Voice Menu Applications have the option of being governed by time of day schedules and can route calls to the following services:

- individuals with or without mailboxes;
- announcements;
- through dialer applications, which allow callers to enter the extension number; and
- voice forms, which allow information to be recorded and processed at a later date.

It is recommended that the beginning level of any menu have no more than five choices to insure the interest and attention of the caller. Voice Menus can be "tiered" so that several sub-menus are available within each level. It is

recommended that there be no more than three tiers. Each menu and/or announcement should:

- contain standard message content;
- be kept short, direct and to the point;
- contain essential message items only;
- be recorded in a pleasant tone at a brisk, yet understandable pace; and
- be clear and concise, with no bureaucratic jargon.

The Voice Menu service allows for variable lengths of recorded information. It is recommended that the initial level of recorded information be kept between 20 to 35 seconds.

Agencies that receive a high number of calls at their main listed number should use caution when assigning the revert number. Using a centrally located telephone that other staff members can answer will help ensure that individuals needing live assistance receive prompt attention.

Access to live assistance should be made as easy and convenient as possible.

G. Change Control and Exceptions

Policy changes or exceptions are governed by the Procedure for Establishing and Implementing Statewide Information Technology Policies and Standards. Requests for a review or change to this policy are made by submitting an [Action Request](#) form. Requests for exceptions are made by submitting an [Exception Request](#) form. Changes to policies and standards will be prioritized and acted upon based on impact and need.

III. Close

For questions or comments about this instrument, contact the Information Technology Services Division at [ITSD Service Desk](#), or:

Chief Information Officer
PO Box 200113
Helena, MT 59620-0113
(406) 444-2700
FAX: (406) 444-2701

IV. Cross-Reference Guide

A. State/Federal Laws

- [2-17-505\(1\)](#) – Policy
- [§2-17-505\(2\), MCA](#)
- [2-17-514\(1\)](#) – Enforcement
- [§2-17-512, MCA](#)
- [§2-15-114, MCA](#)
- [2-15-112, MCA](#)
- House Joint Resolution No. 31
- [2-17-302, MCA](#)

B. State Policies (IT Policies, MOM Policies, ARM Policies)

- [ARM 2.13.102](#)
- [SummitNet Acceptable Use Policy](#)
- [MOM 3-0130 Discipline](#)
- [ARM 2.13.101 - 2.13.107](#) - Regulation of Communication Facilities
- [MOM 3-0130 Discipline](#)
- ARM 2.12.206 Establishing Policies, Standards, Procedures and Guidelines.

C. IT Procedures or Guidelines Supporting this Policy

- [Policy: Establishing and Implementing Statewide Information Technology Policies and Standards](#)
- [Procedure: Establishing and Implementing Statewide Information Technology Policies and Standards](#)

V. Administrative Use

Product ID:	ENT-TEL-010
Proponent:	LOIS MENZIES, Director
Version:	1.1
Approved Date:	July 15, 2008
Effective Date:	September 20, 2000
Change & Review Contact:	ITSD Service Desk
Review Criteria:	Event Review: Any event affecting this policy may initiate a review. Such events may include a change in statute, key staff changes or a request for review or change.
Scheduled Review Date:	July 1, 2013
Last Review/Revision:	Reviewed July 11, 2008. Non-material changes are necessary.
Change Record:	July 11, 2008 – Non-material changes made: <ul style="list-style-type: none">- Standardize instrument format and common components.- Changed to reflect next review date.